

# EXECUTIVE ASSISTANT DEVELOPMENT INTENSIVE

INNOVATION & EXCELLENCE  
FOR EXECUTIVE SUPPORT



22 & 23  
JANUARY 2020  
CLIFTONS SYDNEY

## EXPLORE

- ▶ Proactive self-management for executive support excellence
- ▶ Develop & maintain resilience in a high pressure, high volume environment
- ▶ Manage expectations & manage up
- ▶ Influence with integrity (power without power)
- ▶ Get across the issues, work across the business
- ▶ Positive communication & Emotional Intelligence (EQ)
- ▶ Effectively engage with different (& sometimes difficult) personalities
- ▶ Balance your workload & active career planning

## EXPERT FACILITATOR



**Ursula Kohler**  
Founder & Director  
Capital EA

BOOK  
AND SAVE!

**\$1000**

BOOK AND PAY BEFORE  
20 NOVEMBER 2019  
AND SAVE UP  
TO \$1000

## EVENT PARTNERS



## CONTACT US

Call +61 2 8239 9711  
Priority Code - I



**LIQUIDLEARNING**  
bebetter

## ABOUT THE EVENT

Executive support sits at the heart of an organisation's success. It's the great enabler, the spark that keeps the engines moving. EA's make it possible for businesses and government to function smoothly and effectively at all levels.

To be effective in your support position, you must continually uphold your knowledge and skills to be professionally successful, while supporting your executive's core function and priorities.

This two-day intensive is designed to equip you with the knowledge and practical tools to develop professional excellence and step up as an expert influencer in your organisation. Develop critical skills including conscious communication, effective stakeholder engagement and strategies to build trust with staff and senior management alike.

## TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

## DAY ONE

### **Proactive self-management for executive support excellence**

- ▶ Navigate organisational politics and tackle complex conversations
- ▶ Respond proactively to challenging situations and changing environments
- ▶ Create strong professional relationships by establishing trust and credibility
- ▶ Project empathy and remain in control of a situation

### **Develop and maintain resilience in a high pressure, high volume environment**

- ▶ Develop emotional resilience to maintain composure during times of conflict
- ▶ Strategies to initiate sensitive conversations and effectively raise concerns
- ▶ How to effectively manage high level and high volume workloads
- ▶ Increase confidence to broach sensitive topics across your organisation

### **Managing expectations and managing up**

- ▶ Build an authentic and influential relationship with your manager
- ▶ Optimise time with your manager and optimise your manager's time
- ▶ Gain full engagement from your executive during times of high pressure
- ▶ Explore communication strategies to address difficult conversations

### **Influencing with integrity (power without power)**

- ▶ Develop the ability to build rapport and maintain relationships
- ▶ Unearth your communication style to maximise your influence on key decisions
- ▶ Remain authentic when faced with making difficult decisions
- ▶ Foster trustworthy relationships

## DAY TWO

### Getting across the issues, working across the business

- ▶ See past your own sphere and work with sensitivity
- ▶ Increase personal presence within the executive office and model behaviour
- ▶ Proactively manage expectations to operate autonomously
- ▶ Anticipate needs and prioritise to protect your time (and your manager's)

### Positive communication and Emotional Intelligence (EQ)

- ▶ Discover the ability to assess and measure EQ in yourself and others
- ▶ Understand your EQ and its impact on the way you are perceived
- ▶ Leverage your EQ in the workplace
- ▶ Communication styles - you get back what you give out

### Effectively engaging with different (and sometimes difficult) personalities

- ▶ Deal with a range of personalities in high pressure situations
- ▶ Navigate challenging situations and effective communication for compromise
- ▶ Understand different communication styles to best resolve conflict
- ▶ Effectively deal with ambiguity

### Balancing your workload and active career planning

- ▶ Manage and maintain work-life balance with an ever-increasing workload
- ▶ Project and predict - best practice calendar and diary management fundamentals
- ▶ Establish a leadership mindset that will accelerate your career development
- ▶ Develop a personal action plan and practical strategies to implement

## WHO WILL ATTEND?

Professionals providing executive support and running offices in roles including:

- ▶ Executive Assistants
- ▶ Personal Assistants
- ▶ Executive Support
- ▶ Faculty Support and Administration
- ▶ Executive Coordinators
- ▶ Executive Officers
- ▶ Project Officers
- ▶ Office Managers
- ▶ Business Support
- ▶ Administrative Assistants
- ▶ Administrative Managers

## YOUR FACILITATOR

Ursula is challenge-driven and thrives in busy environments. With over 25 years' experience as an EA/PA, she has worked and supported some of Australia's most recognised individuals. Ursula has provided crucial support to politicians, boards and government department heads in intense periods of political change, earning a reputation for resilience and as an EA that can "handle the heat." She understands just how vital an effective EA can be for their manager and organisation.



**Ursula Kohler**  
Founder & Director  
Capital EA

## WORKSHOP SCHEDULE

- 8.30 - 9.00 Registration
- 9.00 - 10.40 Session One
- 10.40 - 11.00 Morning Tea
- 11.00 - 12.30 Session Two
- 12.30 - 1.30 Lunch
- 1.30 - 3.00 Session Three
- 3.00 - 3.20 Afternoon Tea
- 3.20 - 4.30 Session Four
- 4.30 Close of Workshop

## Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

## Delegate Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

## Your Investment

Options (per person)

Qty

Options (per person)	Super Saver Rate Register and pay by 20 November	Early Bird Rate Register and pay by 21 December	Standard Rate
Workshop	\$1995 + GST = (\$2194.50)	\$2495 + GST = (\$2744.50)	\$2995 + GST = (\$3294.50)
Discounted off standard rates :	<b>Save up to \$1000</b>	<b>Save up to \$500</b>	All Prices listed in Australian Dollars

Group Discounts Available:

10% off Standard Rate  
Team of 2 - 3

15% off Standard Rate  
Team of 4 - 5

25% off Standard Rate  
Team of 6+

TOTAL  
incl GST

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.

## Payment Details

Payment is required prior to attending this event.

Credit Card  
 Cheque (payable to Liquid Learning Group Pty Ltd)  
 Electronic Funds Transfer  
 Please invoice me:  
Purchase Order No. #

Credit Card Details - Please charge my credit card for this registration:

Card Type  Visa  MasterCard  American Express

Note: 2% surcharge applies to American Express payments

Card Number             Expiry  /

CVV  Full Name as on card

Cardholder's Contact Number

Signature  
**X**

Electronic Funds Transfer (EFT)

Please transfer funds directly to:  
Westpac Account Name: Liquid Learning Group Pty Ltd  
BSB: 032 002  
Account No: 407 273  
SWIFT Code: WPAUCAU2S

Amount

Please quote ref EADI0120A - S and registrant name

## Authority

Authorising Manager's Details: This registration is invalid without a signature

Name Position Phone  
Email Signature Date

Email this form to: [bookings@liquidlearning.com.au](mailto:bookings@liquidlearning.com.au) or Call us on: +61 2 8239 9711

**Registration Policy** If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time

of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

**Disclaimer** Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

**Privacy Statement** Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au

© 2020 Liquid Learning Group Pty Ltd ACN 108 415 354